Human Resource Management - Personnel Action Processing - Selected Text Responses

Please list up to five strengths of your current business processes for personnel action processing.	Response Percent	Response Total
1.		31
Use of PMIS and CIPPS serves as control measure to ensure proper payment		
long term employees aware of and proficient in business processes		
personnel actions are keyed in timely manner		
Used statewide		
High degree of accuracy		
Staff and the knowledge of staff. This can change with the years of service that they have.		
ability to respond quickly		
Good foundation for reporting needs		
n/a		
DCE requires Pay Action Worksheets (PAW) for compensation transactions		
Comprehensive data gathering for employees		
PMIS Transaction codes are more user friendly		
It gets people hired.		
Our systems tracks actions real time and feed data to our dashboard daily.		
Current data available to assist employees		
Efficient		
automated process		
Data is easily retrieveable		
Easy and quick - very little falls through the cracks - appropriate staff notified - quick turnaround time		
It is well documented		
WE HAVE 3 EMPLOYEES WHO CAN ENTER TRANSACTIONS		
Some sytems edits/checks and balances		
HR Interface System		
Time delayed payroll allows time for processing.		
Personnel Transaction Form (vehicle for notifying benefits unit of employee status changes/transactions).		
There are a lot of fields that allow for plenty of information.		
Personnel actions are followed through to completion by one person to reduce duplicate entry		
Automated		
Reports and Forms tied to database		
VDH electronic HR forms are easy and fast to complete, transmit, read, and file		

	electronically		
	Automated forms enable decentralized decisions		
2.			21
	Generating P3's verifies action		
	good documentation		
	proper back up is maintained in the personnel folder		
	All inclusive (all personnel transaction processed within the system)		
	Goood realationship with DHRM staff who are very responsive.		
	ability to explain complex processes to variety of levels of understanding		
	Easily understood		
	n/a		
	HR requires appropriate documentation from supvr for all position transactions		
	Compliance with state and federal regulations		
	PMIS access recently made easier		
	Timeliness of entering transactions		
	High Quality Service		
	Excellent management cooperation		
	It is very accurate		
	Specified transaction codes assigned		
	HR VSDP System		
	Availability of information from PMIS and MAPPER.		
	Ability to review transactions for completeness		
	Resource materials have been developed and placed on VDH and DHRM Web sites - forms and instructions		
	Policies controlling transactions are built into automated forms		
3.			14
	cross-referencing and checking		
	Information is easily accessible and always available for the employee		
	Tech support available		
	Have good internal processes with checks and balances.		
	ability to provide training and guidance		
	Flexible		
	n/a		
	HR created a Personnel Action Worksheet for employee transactions that is used in conjunction with the PAW		
	Accuracy of information		
	Ability to print off transactions locally to keep records up to date		
	Relationship between HR and payroll		
	Widely used system.		

	Electronic position descriptions (EWPs) are submitted easily and quickly to UNUM Provident for VSDP.		
	Automated forms perform job evaluation functions automatically		
4.			**10**
	signature authorization sheets		
	Centrally maintained		
	ensure accuracy through levels of verification		
	Adaptable		
	n/a		
	DCE supervisors use a Hiring and Transfer form when advertising and/or transferring positions or employees		
	HR consultation with management		
	DHRM maintained PMIS and CIPPS Systems.		
	Existing network of HR contacts works closely with the Office of Human Resources.		
	Automated forms have built in QA		
5.			**7**
	electronic notification to payroll		
	History		
	getting late receipt of VSDP approvals and turning around info to payroll quickly		
	n/a		
	Decentralized processing.		
	Training is provided to agency administrators via an internal videoconferencing system.		
	Automated forms simplify salary determinations		
	Total # of respondents **35**. Statistics based on **31** respondents; **0** filtered; **4** skipped.		

Please list up to five opportunities for improvement in your current business processes for personnel action processing.	Response Percent	Response Total
1.		**30**
Automated reminders for expiring actions		
redundant systems requiring double and triple entries		
P3 and P3A's not always available on HurMan		
Easier application manipulation		
Ability to get info needed in format and time line needed without having to maintain own systems, resulting in double or triple entry		
Need to be able to correct our own errors		
less paper - more electronic submission		
May help to have additional edits		
n/a		
Eliminate multiple entries of data to prevent/decrease errors		
Need integrated HRIS		
Simplicity of use		
Need one fully integrated system for all HR/payroll functions.		
Integrate PMIS with payroll and CIPPS		
PMIS could interface with CIPPS and VRS		
New user friendly system		
Training on how to complete a Pay Action Worksheet at the manager level		
enable Agency system to interface with PMIS - eliminate double entry		
Have automated personnel transactions		
Ability to fix non complex problems without going to DHRM		
All inclusive HR system, including time and attendance		
Wage employees need to be put in the PMIS system. It's very time consuming to use another database to track wage employees		
Better access to history information especially on employee transfers.		
Require more lead time to perform functions and ensure accuracy		
The system requires too many different screens for the entry of information.		
Imaging of personnel records		
PMIS - needs to be "real" time versus updating records (HURMAN) monthly or semi-monthly		
System which would provide edits with rules		
PMIS & CIPPS are separate automated systems which require duplicate keying of personnel information. An integrated system is needed.		
Personnel Information System that includes Wage as well as classified		
2.		**23**
Automating approval process		

	VSDP complexities		
	Printed version is less than an optimum document and is hard to read		
	Better Tech support		
	PMIS entry screens should be updated and modernized, including use of drop down tables, etc.		
	Ability to enter data before the due date		
	on-line form submission		
	Automated Imaging to allow more paperless systems		
	n/a		
	Better training/education for management & staff in business processes		
	Need fully automated processing/eliminate manual payroll process		
	Generate one master file with all employee data in that data base		
	PMIS change training should be more current		
	Less cumbersome screens		
	On-line processing		
	Get away from paper notification to electronic notification		
	Have electronic submissions of transactions to payroll		
	Ability to view personnel transactions from other agencies when bringing someone aboard.		
	need for real time data		
	Easier to use report generation, particularly custom reports.		
	PMIS is not interactive		
	We currently have data entry into PMIS and our employee database		
	Personnel Info System that permits queries and ad hoc reporting		
3.			16
	Ability to produce automated reports from PMIS on transactions processed		
	CIPPS, Time and Labor and PMIS do not communicate		
	Easier screen manipulation		
	Combine P-3 and P-3A into one form to decrease amount of paper to be filed		
	one entry - pertinent information accessible to multiple parties		
	n/a		
	Assistance to employees with leave issues and a better understanding of the leave system		
	Need one point data entry		
	PMIS and VRS manuals should be more current		
	Colors were changed to be easier to read and they aren't.		
	Have automated leave submissions to eliminate paper leave forms		
	PMIS and CIPPS to interface with simultaneous updates		
	employees assessibility to persona portfolio		

	Completely electronic file system with automatic review fields.		
	Once a transaction has been entered, there is no way to back it out without performing another whole transaction.		
	Personnel Info System Integrated with payroll		
4.			9
	Integrate PMIS and CIPPS to eliminate double keying. To maintain integrity provide HR ability to enter transactions and Payroll ability to release and process transaction		
	Easier transaction manipulation		
	P-3 and P-3A forms should be able to be completed on-line and printed out. Currently they are handwritten and the handwritten info then keyed into PMIS		
	quicker response time from outside vendors - UnumProvident and MCI		
	n/a		
	Need system for better and easier report generation		
	Training on various reports to generate from our existing system		
	Ability to capture wage as well as classified employees		
	Summarize PSE309 data with about 3 lines per transactions.		
5.			5
	Faster processing of information		
	n/a		
	Systems need to communicate, i.e., PMIS and CIPPS		
	Documents generated on one page rather than having it spread over two pages.		
	Instant on-line statistics from transactions.		
	Total # of respondents **35**. Statistics based on **30** respondents; **0** filtered; **5** skipped.		

Please identify up to five attributes, features, or characteristics you wish for in an ideal personnel action processing business process.	Response Percent	Response Total
1.		33
Include wage positions		
same system for all transactions		
CIPPS/PMIS as one system		
Windows base applications		
Lack of double/triple entry required		
See above		
less paper		
Enhanced integration with leave accounting, etc.		
n/a		
Personnel Management system is not always consistent with PMIS, and therefore cannot be relied on for important reports		
Allow employees accessibility to their own records in order to verify personal information		
Agency wide HRIS with all HR components		
None		
Full integrated		
Integration of PMIS with payroll and CIPPS		
ability to back out "certain" transactional data w/o seeking assistance from central HR agency		
See response to question 23		
Easy to read; not so jumbled up		
Ease of use		
Allow a system to be able to track an employee's history from their original hire date - listing every position held within the state, all salary changes, role changes and any personnel action taken		
Automated		
PMIS, CIPPS, BES ALL TALK TO EACH OTHER SO DATA ONLY HAS TO BE ENTERED ONE TIME		
Ability to reduce duplication of data entry by poplulating data simultaneously		
no dual entry		
CIPPS and PMIS need to be integrated		
One step chaining report generation and transmission to update all fields and generation of informational reports and letters.		
Ability to write own reports		
Interactive		
intergrate HR with Payroll so we have less paper and better security		
Automated position tracking/control for budgeting purposes		
Back-out certain transaction w/o having to send info for keying to DHRM.		

	System with edits and rules		
	PMIS & CIPPS should be integrated into a single personnel/payroll system		
2.			22
	Integrate workers compensation and VSDP information		
	easier to see all information for employee in one place or easily connected		
	"point and click" transacton manipulation		
	No down time in system used		
	filtering of data from variety of sources to single source for access by appropriate personnel - data exchange source?		
	n/a		
	PMIS and CIPPs interface		
	Drop down menus would be very helpful in entering employee information		
	Automated processes such at timekeeping, payroll, leave, etc.		
	No double keying		
	Use of words not codes i.e. PSE009		
	Accessible at manager/supervisor level		
	Enable an Agency to conduct a reference check from a system to ensure an honest assessment of an employee is provided - central warehouse		
	User friendly		
	Real time data for retrieval and reporting		
	no consatraints from centralized agency		
	All employees need to be placed in the personnel action processing process		
	Instant statistical custom report generation on line.		
	Ability to change information easily that has been entered incorrectly		
	make it have real time report functions		
	Automated generation of org charts from position and personnel data fields		
	Management reports		
3.			18
	Ability for employee to update personal information on-line		
	user friendly,		
	"point and click" screen manipulation		
	Simplified data entry process		
	user friendly/drop down boxes		
	n/a		
	On screen help for PMIS and online training		
	Easy to use - drop down menus versus transaction codes		
	Tutorial		
	Get away from paper copies of personnel files to electronic copies		
	No duplication of entry		

	Systems flexibility/customization		
	document imaging		
	Automatic filling of fields when the data is known.		
	Availability of more information in one place - allow access to Benefits and Compensation all in one place		
	include wage employees in the tracking		
	Employee self-service for certain transactions such as address changes		
	System generated forms for personnel actions		
4.			13
	Ability to generate organizational charts		
	"point and click" application manipulation		
	statistical data available		
	n/a		
	Consolidation of PMIS, BES & CIPPS		
	Ad-hoc reporting		
	Web based		
	Decentralized authority		
	Ability to maintain detailed historical data		
	Instant checking and warning when a transaction is over a limit or illegal by DOA standards.		
	accumulate wage hours for the 1500 limit		
	Connectivity between personnel, benefits and payroll databases to reduce the need for double keying		
	Single data entry		
5.			5
	On-line help desk (instant messager)		
	n/a		
	Ability to create ad hoc reports, queries and manipulate agency information/data		
	Automatic transmission to update MAPPER or other internal systems when a completed transaction is entered.		
	tie personnel system in with applicant tracking		
	Total # of respondents **35**. Statistics based on **33** respondents; **0** filtered; **2** skipped.		

Please list the top five functions or components of the systems that work especially well.	Response Percent	Response Total
1.		**27**
Use of PMIS and CIPPS ensures accuracy of data		
employees get paid accurately		
keying is relatively simple		
None		
Facility Designed Employee Data Base is the most useful tool we have; however, requires double entry		
Our internal data bases are more user freindly		
updates on system immediately (PMIS/BES)		
Compensation		
n/a		
Various components of the PMIS system: Benefits		
See Question #23.		
Unsure		
None		
Agency developed system has drop down menus, no transactions codes.		
PSE003,005 & 009 have been streamlined and work well		
Interaction between PMIS & BES		
Approval process; well defined in the agency		
Electronic access to P-3		
BES data		
In-house VSDP system		
PMIS entry if the information for all fields is correct.		
HRM Track		
They allow for a lot of information per employee		
HuRMan's functionality has been improved as far as query capabilities		
BES/PMIS interaction		
Employee separations		
Automated forms		
2.		**13**
Generating P3's for verification		
Payline access for employees		
information is easily tracked if needed		
None		
Ability to draw on reports that we use daily		
web-enabled technology for use with PMIS/BES		

	Workers Comp.		
	n/a		
	recruit		
	PSB301 has been re-vamped and works well		
	Leave expiration list		
	Data processing assistance from DHRM for PMIS.		
	PMIS		
3.			10
	"paperless" paydays		
	None		
	Data source at VRS Quick Access system		
	Transactions, e.g. Address chgs, position establishment		
	n/a		
	employee		
	DHRM web site updated in a tmely manner and is very hepful		
	Ability to view suspense records		
	Routine entries, promotions, transfers, demotions, inbands, etc.		
	CIPPS		
4.			5
	None		
	Hurman - ability to create ad hoc reports		
	Performance Mgt.		
	n/a		
	position		
5.			2
	None		
	n/a		
	Total # of respondents **35**. Statistics based on **27** respondents; **0** filtered; **8** skipped.		

Please identify up to five functions or components that have significant limitations or require significant manual effort.	Response Percent	Response Total
1.		**29**
Maintaining wage employee data		
double checking, verifying payroll changes for accuracy		
P3 and P3A are hard to read and not always available		
Logging on		
PMIS entry screens and processes are antiquated and complex		
PMIS and BES manuels need to be updated		
cannot correct historical data for earlier transaction without contacting DHRM		
Some aspects of leave accounting		
n/a		
Records in suspense require having our benefits administrator to take the transaction to DHRM for keying		
See Question #22		
Unsure		
special pay adjustments and pay outside the normal band		
Any kind of corrections, retroactive actions, or suspense actions are very complex and usually require DHRM assistance.		
Hard to distinguish which codes to use for transactions		
ability to make corrections		
Benefits Enrollment System (BES) difficult to navigate		
Incomplete PAWs turned in to HR		
Ability to key current employee transactions if suspense record exists in BES record		
Sending transactions to payroll		
PMIS		
Calculation of service		
No integration between PMIS and CIPPS		
Retroactive actions.		
Because PMIS and CIPPS do not interact, manual efforts are necessary.		
Entry of new positions requires at least 2 full screens		
DHRM EEO analysis tool needs to be improved		
corrections for transactions		
Employee health care benefits		
2.		**14**
notifying payroll		
Changing from one transaction to another		
Completion of P-3 and P-3A forms for New Hires		

	we need a method to automate personnel records instead of hard copies. Space is an issue.		
	double entry - PMIS/CIPPS		
	n/a		
	Some screens are confusing - too much data in a small space		
	VSDP has limitations due to communication issues between DHRM and VRS		
	Information required for PAWs not easily accessible for managers/supervisors.		
	CIPPS		
	Correction of keying errors		
	No automated Time and Attendance		
	Delayed actions.		
	Employee information is found in so many different places that you have to know the codes to move around between screens.		
3.			10
	reconciling CIPPS and PMIS to make sure the are consistent		
	Only allowed to view agency information		
	Need an updated list of PMIS transactions codes		
	double entry - wage DB/ATS for A/P needs		
	n/a		
	Sometimes the system doesn't update employee files in a timely manner		
	Approval process; because it is a manual effort		
	BES		
	Researching history		
	Restricted position actions.		
4.			5
	time and labor processing/approval of time sheets		
	History viewing is limited		
	photocopying PR data/distribution of paper		
	n/a		
	Tranactions from probation to regular employee.		
5.			3
	"Type-case" to sensitive.		
	n/a		
	Military transactions, supplemental pay, etc.		
	Total # of respondents 35. Statistics based on 29 respondents; 0 filtered; 6 skipped.		

Please list pending system changes.	Response Percent	Response Total
1.		**19**
Enhancements to Transaction Log to create simplified drop down tables to improve data consistency		
Electronic signatures for evlauations		
UnumProvident - accepting mods on-line		
None pending		
n/a		
Continuation of updates		
NONE		
Continue enhancements that streamline processing.		
not known		
Unknown		
further implement oracle HR data capture and reporting features		
None		
Unknown-DHRM system		
same as above		
unknown		
Further major enhancements to LETS.		
Unknown		
N/A		
Development of web based VDH HR forms is underway.		
2.		**2**
n/a		
Resdesigning HRM Track in Oracle		
3.		**1**
4.		**1**
5.		**1**
Total # of respondents **35**. Statistics based on **19** respondents; **0** filtered; **16** skipped.		

Are there any specific state or federal laws or regulations that would restrict our ability to reengineer this business process? If so, please provide the relevant citation.		Response Percent	Response Total
			25
	Department of Human Resource Management Policies		
	waiting period for VSDP, Worker's Comp. provisions that impose significant delays in processing personnel actions		
	None known		
	Possibly HIPAA depending on data to be used.		
	No known restrictions.		
	n/a		
	None		
	No		
	Labor laws and regulations		
	Not that we're aware.		
	No		
	This question should be addressed to the Department of Human Resource Management.		
	No		
	Privacy concerns, HIPPA Privacy Act		
	Not sure		
	CARE CENTER EMPLOYEES FILES ARE REQUIRED TO CONTAIN CERTAIN INFORMATION TO BE READILY AVAILABLE ANYTIME SURVEYORS/AUDITORS ARE IN THE FACILITY.		
	No		
	DHRM constraints, Homeland Security , Fingerprinting		
	NO		
	State Personnel Act.		
	No.		
	no		
	None		
	No		
	Do not know		
Total # of respondents **35**. Statistics based on **25** respondents; **0** filtered; **10** skipped.			

If you have any other concerns or comments about this functional area, please include them here.		Response Percent	Response Total
			19
	too much duplication, too much opportunity for errors between systems.		
	None		
	More advance notice would have enabled more accurate responses.		
	Most maintenance & other fees are paid by central agencies named in the survey. Little to no direct cost to individual agencies. Our training costs are $0. - $125 per employee(DHRM conference). annually for a limited number of employees because of no turnover in the few positions that interface with systems		
	n/a		
	This survey is unclear. The Library does not currently have an electronic personnal action processing system. Personnal actions are handled manually except for data entry into PMIS and the in-house database. In addition, survey question #20 only allows for the lowest rating of 'fair' and in many cases PMIS would not even be considered to be that good.		
	We use PMIS for transactions but have an Access database that is used in HR offices. The Access databases are unique to each Organizational Unit and do not represent an agency wide HRIS.		
	NONE		
	Need a systems to replace PMIS that easily interfaces with other systems and is easy to use (such as drop down menus versus transactions codes). Need to be able to generate real time reports (static and ad-hoc).		
	Note: Questions 27-34 are not applicable to us because we do not process personnel actions. The design of this survey forces us to select a yes or no answer with several of these questions even though they really do not apply to us.		
	No		
	Our PMIS system is cumbersome and appears to be old fashioned in how entries are made and data is retrieved.		
	A system that intergrates with payroll would be helpful. A system that captures discplinary actions in addition to the employee's position, personnel data, and Health care information. Question #7: We cannot provide cost data specifically related to Personnel Actions. We can provide a cost for "all" HR functions performed by the HR office, but not broken out as requested in this survey.		
	PMIS and CIPPS are not coordinated effectively. PMIS is a cumbersome system. It is very frustrating to be working in PMIS, receive a phone call, and then return to PMIS and have all work gone.		
	CIPPS and PMIS Integration		
	Not enough concern is given to ensure the accurate and timely entry that goes into the process to produce our paychecks on a timly basis. Although we have an experienced and well trained Personnel Assistant performing this work, only if we fail to enter a transaction or enter incorrectly does the process direct attention. A more complete system with checks and balances would have the person submitting the action perform a simple data entry and a flag created if the action was not processed within a certain amount of time.		
	Although DJJ has an ACCESS database, this is all information that is stored in the		

state PMIS system and can be found using HuRMAN. This seems like redundant systems to me.

The Office of Human Resources (OHR) is responsible for the compliant and effective operation of HR for the agency. OHR conducts a centralized HR operation, working collaboratively with supervisors, business specialists and generalists statewide to assure compliance and quality for decentralized components. OHR develops policy and institutes procedures to assure compliance with a variety of mandates, institutes and promotes the use of best practices in support of the agency's mission and develops resources and tools for supervisors and managers statewide. OHR functions with teams of HR generalists providing VDH customers with guidance/consultation in personnel action processing. For purposes of this survey, the FTE assignments were based on staff involvement in the processes described in personnel action processing. Therefore, no staff time has been allotted for the customer consultation function.

The survey is completed based on changing the word "Agency" to "District" in all questions. We have do not have access to PMIS.

Total # of respondents **35**. Statistics based on **19** respondents; **0** filtered; **16** skipped.